



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Frontier Communications of Illinois, Inc.
for Filing Period 1/1/2009 to 3/31/2009
Tracking Number 2721

Performance Data - Code Part 730

| | January | February | March | Quarterly Average |
|---|----------|----------|----------|----------------------|
| A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1) | 4.80 | 5.00 | 4.00 | 4.60 |
| B. Operator Answer Time - Information Section 730.510(a)(1) | 5.09 | 5.25 | 4.86 | 5.07 |
| C. Repair Office Answer Time Section 730.510(b)(1) | 34.00 | 20.00 | 30.00 | 28.00 |
| D. Business or Customer Service Answer Time Section 730.510(b)(1) | 269.00 * | 237.00 * | 164.00 * | 223.33 * |
| E. Percent of Service Installations Section 730.540(a) | 96.84 % | 100.00 % | 97.00 % | 97.95 % |
| F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 | 89.29% * | 91.67% * | 94.12% * | 91.30% * |
| (a) | | | | |
| G. Trouble Reports per 100 Access Lines Section 730.545(a) | 1.00 | 1.00 | 0.80 | 0.93 |
| H. Percent Repeat Trouble Reports Section 730.545(c) | 9.00 % | 3.00 % | 0.00 % | 4.17 % |
| I. Percent of Installation Trouble Reports Section 730.545(f) | 2.11 % | 2.38 % | 3.00 % | 2.50 % |
| J. Missed Repair Appointments Section 730.545(h) | 1 | 1 | 1 | 1 |
| K. Missed Installation Appointments Section 730.540(d) | 3 | 0 | 3 | 2 |

Credit due in accordance with Section 732.30(a)

| Out of Service More Than 24 Hours | January | February | March | Totals |
|--|---------|----------|--------|---------|
| A. Total dollar amount of all customer credits paid | \$5.25 | \$7.00 | \$2.00 | \$14.25 |
| B. Number of credits issued for repairs - 24-48 hours | 3 | 3 | 1 | 7 |
| C. Number of credits issued for repairs - 48-72 hours | 0 | 0 | 0 | 0 |
| D. Number of credits issued for repairs - 72-96 hours | 0 | 0 | 0 | 0 |
| E. Number of credits issued for repairs - 96-120 hours | 0 | 0 | 0 | 0 |
| F. Number of credits issued for repairs > 120 hours | 0 | 0 | 0 | 0 |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 2 | 1 | 0 | 3 |
| H. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(b)

| Failure to Install Basic Local Exchange Service | January | February | March | Totals |
|--|---------|----------|--------|---------|
| A. Total dollar amount of all customer credits paid | \$75.00 | \$0.00 | \$0.00 | \$75.00 |
| B. Number of installations after 5 business days | 1 | 0 | 0 | 1 |
| C. Number of installations after 10 business days | 0 | 0 | 0 | 0 |
| D. Number of installations after 11 business days | 1 | 0 | 0 | 1 |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 18 | 12 | 16 | 46 |
| F. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(c)

| Missed Appointments | January | February | March | Totals |
|--|---------|----------|--------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of customers receiving credits | 0 | 0 | 0 | 0 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |